

EFFECTIVE

August 1, 2003.

SUBJECT

Clarification of Home Help Policy and Early Notification of Adult Protective Services (APS) Policy Changes effective November 1, 2003.

PURPOSE

This bulletin puts a freeze on the home help provider rates for individuals and agencies, defines the requirements necessary for a home help provider to be considered an agency, prohibits the use of fiscal intermediaries in the home help program and identifies the upcoming APS policy changes.

**HOME HELP
POLICY****Rate Freeze:**

Effective immediately provider rates are being frozen at the June 1, 2003 levels for Home Help providers (individual and agencies). The home help provider rate freeze will be in effect until further notice. Local FIA Offices must adhere to their currently established county rate. **Any exception to authorize a rate greater than the locally established provider rate must be sent for approval to Valerie Sanford at Michigan Department of Community Health (DCH). This includes customers with home help needs that are below \$999.**

All exception requests must include the following supporting documentation:

- Description of the customer's prescribed complex care needs.
- Description of specialized training the provider has received from a clinical practitioner in order to meet the customer's prescribed complex care needs.
- Include the name and the telephone number(s) of provider(s) contacted to provide care.
- Description of the strategy being used to find alternate lower cost provider(s).

Note: Any exceptions made by DCH will be short term in nature. Continued review and follow up by the Adult Service Workers in order to substantiate the customer's complex care will need to occur.

Definition of a Home Help Service Provider to be considered an agency:

1. A Medicaid enrolled Home Health agency **OR**
2. An Agency meeting the following criteria:
 - Licensed to do business in Michigan
 - Has a tax identification number
 - Primary business is to employ (not subcontract with) home help providers
 - Pays all payroll taxes including FICA.

Fiscal Intermediary:

Fiscal Intermediaries do not meet the definition of a home help provider agency. Therefore, payment to a Fiscal Intermediary is prohibited.

**ADULT
PROTECTIVE
SERVICES**

These changes will be **EFFECTIVE November 1, 2003.**

Changes to the APS Investigations Standard of Promptness (SOP) are:

- One contact with either the customer or collateral by phone or in person.
- Face to Face visit with customer within three days.
- Completion of the Service Plan within 30 calendar days (includes weekends and excludes holidays) for all substantiated and unsubstantiated cases for which ongoing services will be provided.

Establishment of Minimum Standards for APS cases:

- A minimum of one face to face contact with the customer per month on opened cases.
- All alleged harm identified in the referral or discovered during the investigation will be addressed in the service plan.
- All unsubstantiated cases with services being provided will have a minimum of one follow up contact by phone or face to face.
- Resources given to a customer in a substantiated or unsubstantiated case requires a resource name and purpose of referral to be documented in ASCAP.
- Cases will be closed within six months. However, if the case needs to remain open longer, supervisor's approval is required.

Case Reading Requirement:

- All APS case openings and closures must be read by the supervisor.

**MANUAL
MAINTENANCE
INSTRUCTIONS**